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PATENTS
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McIlwaine et al.

Serial No.: 10/785,543

Filed: February 24, 2004

For: Method and System for Delivery of
Individualized Training to Call Center Agents

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) Examiner: Matar, Ahmad
)
) Art Unit: 2642
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) Confirmation No. 8142
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INFORMATION DISCLOSURE STATEMENT

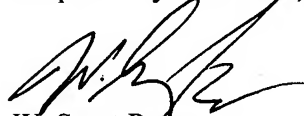
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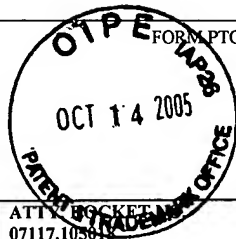

W. Scott Petty
Reg. No. 35,645

King & Spalding LLP
191 Peachtree Street, N.E., 45th Floor
Atlanta, GA 30303
404.572.4600
K&S Docket: 07117.105018 US CON
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**LIST OF INFORMATION DISCLOSED BY APPLICANT**

(Use several sheets if necessary)

ATTY. SCKET 07117.103612	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265	2/17/2000
	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK						
	AL						
	AM						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AN		
	AO		
	AP		
	AQ		

EXAMINER	DATE CONSIDERED
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